Technology Support Specialist

Role Summary: This is advanced technical work in providing consultation, support, and/or training for information based technology systems. Employees may provide technical support of hardware, applications, operating systems and networking and may participate in applications development and system integration. This level requires an in-depth understanding of a wide variety of technologies to effectively support clients and provide technical guidance to lower-level Technology Support employees. Employees may serve as a technical expert or specialist in a particular area such as in the applications, operating systems, hardware, or networking areas.

Employees interact with a broad range of clients and/or technology support employees requiring very strong communication skills and ability to use a wide range of technical resources for providing technical support to clients. Employees at this level typically provide advanced support for a broad range of technologies, or in-depth expert support for a narrowly defined area of technology. Employees at this level may be responsible for oversight of programs or projects. Employees report to an Information Technology Manager.

Competency	Definition
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listening and responding appropriately to messages from others.
Consulting	Providing guidance, advice and counsel to others in a particular area of expertise.
Customer Service	Developing and maintaining strong relationships with customers by listening and understanding the customer and responding to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other work units to serve the customer.
Planning/Organizing	Establishing courses of action for self and others to ensure that work is completed efficiently.
Technical Support/ Problem Solving	Understanding internal/external customer technologies, identifying problems and utilizing successful problem-solving techniques. Listening to customer description of symptoms and problems, analyzing problems, and responding effectively with a resolution that may include unique or unusual problem-resolution techniques or a new design.
Project Management	Providing oversight for a formal project that establishes a set of tasks and activities associated with an intended outcome and timeline.
Teamwork	Actively participating as a member of a team to move toward the completion of goals.
Technical Knowledge/ Technical Solution Development	Demonstrating knowledge and skill in current developments and trends in chosen field and using innovative solutions and/or designs as needed to achieve results; demonstrating methodical and logical approaches.

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Communication	Conveys ideas in a clear manner using terminology that is easily understood by the customer. Communicates in methods appropriate to the situation or audience. Uses correct grammar, punctuation, and spelling to communicate basic information (verbal and written).	Interprets information and seeks clarification. Presents information to the client in a manner that ensures communication is clear. Explains programs, policies and procedures using terminology that is easily understood by the customer. Uses a style (formal, informal) that is appropriate for the listener, group, or reader. Adapts delivery based on the situation and audience.	Structures message in keeping with listener's experience, background and expectations; uses terms, examples, and analogies that are meaningful to the listener. Understands the underlying dynamics of situations and adapts communication style. Translates advanced technical issues into non-technical terms for users. Uses persuasion and negotiation to build cooperation and consensus towards decisions. Provides rationale when delivering complex or challenging information.
Consulting	Determines client needs and offers suggestions; communicates with technical experts in identifying and resolving problems. Acts as technical resource to others within work specialty.	Works collaboratively with customer to identify issues. Applies expert knowledge works with customer to identify alternative solutions. Identifies who should be involved in project or solution. Conducts research, identifies relevant tools, collects and analyzes information. Builds support for planned outcomes.	Regularly provides expertise and counsel to internal/external customers (clients, peers, and/or mangers) for the purpose of developing requirements, solving problems or proactively establishing technical direction. Analyzes and incorporates market and industry trends and best practices in areas of technology. Advises decision -makers regarding impact of such on long-range strategic goals.

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		Conducts evaluation of program, project, or service to determine if needs were met. Explains technical information and serves as a technical resource to others.	Understands relationships and dynamics of information technology on the organization and its service delivery. Projects or forecasts trends or outcomes from review of data, knowledge of field, and organizational systems impact. Advises senior-level management to aid in development of long-range strategic goals and alternatives. Serves as technical expert and is commonly sought out to resolve highly complex problems.
Customer Service	Demonstrates ownership of customer issues. Accessible to the customer and provides prompt, attentive service. Understands customer needs and independently seeks solutions.	Anticipates, identifies, and understands customer's service needs. Develops relationships/partnerships with customer by responding to needs and exhibits a sense of urgency. Independently identifies options, develops solutions and takes action when responding to customer needs. Promotes positive customer service attitude among peers.	Identifies trends that impact service delivery to groups or individual customers. Proactively develops plans to improve service delivery and mentors peers in establishing customer service relationships. Looks for ways for self and others to optimize service delivery and meet customer needs. Develops creative solutions to respond to service needs. Identifies ways to streamline processes and link resources for efficient and effective customer service.

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Organizational Awareness	Understands how primary duties/purpose of the position contributes to accomplishing the goals of the work unit. Understands the basic mission of the organization and work unit.	Demonstrates thorough working knowledge of the primary duties/purpose of the work unit and how the unit contributes to accomplishing the goals of the organization. Understands how individual decisions impact the achievement of the organization's goals. Understands the formal as well as informal relationships within the organization.	Demonstrates in-depth knowledge of the organization. Fosters relationships for organizational success. Considers the impact of work products, outcomes, organizational changes on other parts of the organization. Communicates goals, mission and priorities of the organization when interacting with others. Identifies changing organizational needs and adapts service delivery accordingly.
Planning & Organizing	Manages tasks independently, develops own work schedule and monitors progress against defined parameters. Contributes to planning activities within specialty area.	Provides leadership and planning for the organization. *Example:* • *Supervises staff of lower-level to ensure end user support.* Manages time to accomplish complex tasks within established timeframes. Sets objectives and prioritizes activities and tasks; adjusts priorities when appropriate. Devises alternative solutions when obstacles or problems arise. Utilizes available resources (individuals, processes, departments, and tools) to complete work efficiently.	Provides leadership and long-term planning for the organization. *Example:* • *Develops, reviews, updates, test business continuity plans.* Creates ad hoc work groups to analyze problems, seek solutions and communicate solutions effectively. Develops timelines for project or task completion. Plans for appropriate allocation of time (incumbent and others) for completing tasks and projects to avoid scheduling conflicts. Ensures that required equipment,

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			material and/or training are available for self and others.
Technology Support/Problem Solving	Resolves complex problems based on existing documentation, training, and resources. *Examples:* *Troubleshoots and repairs electronic or electro-mechanical devices.* *Troubleshoots and repairs alarm systems, telephone switches and remotes, telephone sets, switchboard consoles, two-way radio system, emergency lights and life safety equipment.* *Installs and repairs specialized medical equipment (data recorders, monitors, scales, biomedical equipment).* *Installs, programs, troubleshoots, and repairs office equipment (fax machines, printers, copies, etc.).* Communicate solutions to affected personnel (including technicians and analysts) to aid in their future problem solving abilities. Solicits relevant information from client in order to solve, document, and effectively communicate solution to client.	Independently resolves complex problems through advanced analysis. *Example:* *Provides network support and consultation for application design processes.* Integrates knowledge of a range of technologies and other work specialties to develop and communicate solutions. Solves recurring problems. *Examples:* *Troubleshoots and repairs or provides for repair of circuitry.* *Troubleshoots applications (network and/or communications).* *Installs, maintains, troubleshoots computer hardware.* *Reviews back-up logs for problems.* *Conducts security scans and identifies problems or trends.* *RACF Security Administrator.* *Manages servers (logging, replication).* Communicates solutions to affected personnel (technicians, analysts, specialists and others) to aid in their future problem solving abilities.	Identifies emerging trends and issues. Makes suggestions for technical modifications to solve current and prevent future problems. Knowledge of a spectrum of other technology areas. Integrates knowledge into the development of innovative and effective solutions. Ability to make decisions based on weight options and consequences.

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Project Management	Completes project responsibilities independently and effectively and actively participates to ensure project success.	Manages technical projects of varying scale with minimal supervision. Establishes timelines and milestones. *Examples:* • *Plans, schedules, supervises, inspects, and evaluates work performed by Telecom staff in association with our systems (phone, data network, CATV).* • *Purchases computer equipment.* • *Manages system upgrades (hardware and software).* • *Deploys applications.* Demonstrates initiative in solving unexpected problems during project completion. Manages daily workload in conjunction with project objectives. Works with and manages those assigned to project team (supervisory relationship may or may not exist). *Examples:* • *Provides or ensures provision of end user, desktop, printing support.* • *Website deployment and troubleshooting.* Periodically reviews project resources and ensures resources are used appropriately.	Manages complex projects with far reaching impact including the timelines, resources, and personnel (internal or contract). *Example:* • *Reviews and plans work loads for multiple locations with varying resources, needs, expectations.* Collaborates with others to avoid or overcome problems and obstacles. Directs the work of others with some latitude on actions and decisions. Solicits and incorporates input and support from project sponsor. Leads implementation efforts to project completion.

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		Examples: • *Maintains inventory of equipment, parts, and supplies.* • *Manages software licenses.* • *Maintains, updates software inventory.* • *Validates software requirements and recommendations.* Negotiates new or revised project timelines and/or outcomes. *Example:* • *Discusses, advises, and plans various systems (cable, satellite TV, adaptive listening device systems, etc.)* Evaluates successful and unsuccessful outcomes and implications of each.	
Teamwork	Actively contributes to team: offers suggestions, opinions, and information. Considers ideas of other team members; support team decisions. Accepts responsibility for actions.	Encourages input from team members and involves them in team decisions and actions. Understands the dynamics of teams: Values and uses individual differences and talents of team members. Identifies barriers and resources to achieve team goals. Constructively resolves conflict between team members or with other teams.	Integrates teamwork philosophy into program development and strategic planning. Advocates and models commitment of team decision-making process. Leads team efforts; assesses and integrates the skills and strengths of individuals on the team. Provides necessary resources and removes obstacles so that teams may accomplish goals.

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Technical Knowledge/ Technical Solution Development	Demonstrates through knowledge of technology principles. *Examples:* *Maintains telephone switches.* *Maintains emergency phone system with ring-down circuit.* *Installs and tests telephone circuits.* *Adds, changes, moves, repairs telephone service.* *Maintains voice mail switch.* *Installs fiber and CAT5 cables.* *Fabricates, repairs, and/or provides cables for various types of equipment.* *Connects fiber to generators.* *Installs card swipe system.* *Installs data lines to various areas.* *Maintains personal pagers.* *Maintains fax machine.* *Maintains alarm systems.* Resolves problems and/or refers to appropriate technical experts. Works within own specialty and integrates/coordinates elements of that specialty with other areas.	Exhibits comprehensive knowledge of principles, theories and practices pertinent in a specialty area or specific discipline. *Examples:* *Maintains multiple key systems for telephone switches and voice mail systems.* *Resolves technical issues related to installation of fiber and cables.* *Performs software installations, upgrades, and changes in system status checks.* Mentors/trains others. Applies and interprets technical knowledge to complete tasks. *Examples:* *Monitors services, infrastructure.* *Installs servers, workstations.* *Designs networks.* *Ensures reliable functioning of all systems.* *Reviews server logs (application and OS)* *Serves as e-mail administrator.* Solves unusual problems requiring the application of non-standardized and changing data and transactions to determine best course of action.	Exhibits advanced knowledge as demonstrated by an in-depth understanding and application of principles, theories, and practices pertinent to the organization. Applies and interprets technical knowledge to resolve unique or highly complex situations. Serves as the technical resource and expert for analysts and lower-level specialists. Directs and coaches others regarding application and interpretation of technical issues. *Example:* *Updates technical knowledge by review of documentation, periodicals, internet searches, etc., to enhance technical abilities.* Develops work concepts, policies, and procedures using broad, non-specific administrative guidelines, methods and procedures. Develops and/or implements highly complex information technology solutions to enhance enterprise success.

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		Examples: • *Collaborates with telephone company technicians to determine repairs and upgrades needed to phone and voice mail systems.* • *Ensures firewall configuration is current.* Integrates knowledge and skill from a range of technologies to address work assignments and problems of moderate-to-high complexity. Conducts research and implements appropriate new technologies.	

Minimum Training and Experience:
Graduation from a two-year technical college with a major in computer science or information technology or related area and one year in the information technology field related to position's role; or graduation from a four-year college or university and one year experience in the information technology field related to the position's role; or graduation from a four-year college or university with a major in computer science or information technology or related degree. Related information technology experience may be substituted year for year for the required education.